

CRAFT Complaints Industry User Manual



CRAFT

Complaint, Rate and Form Tracking System

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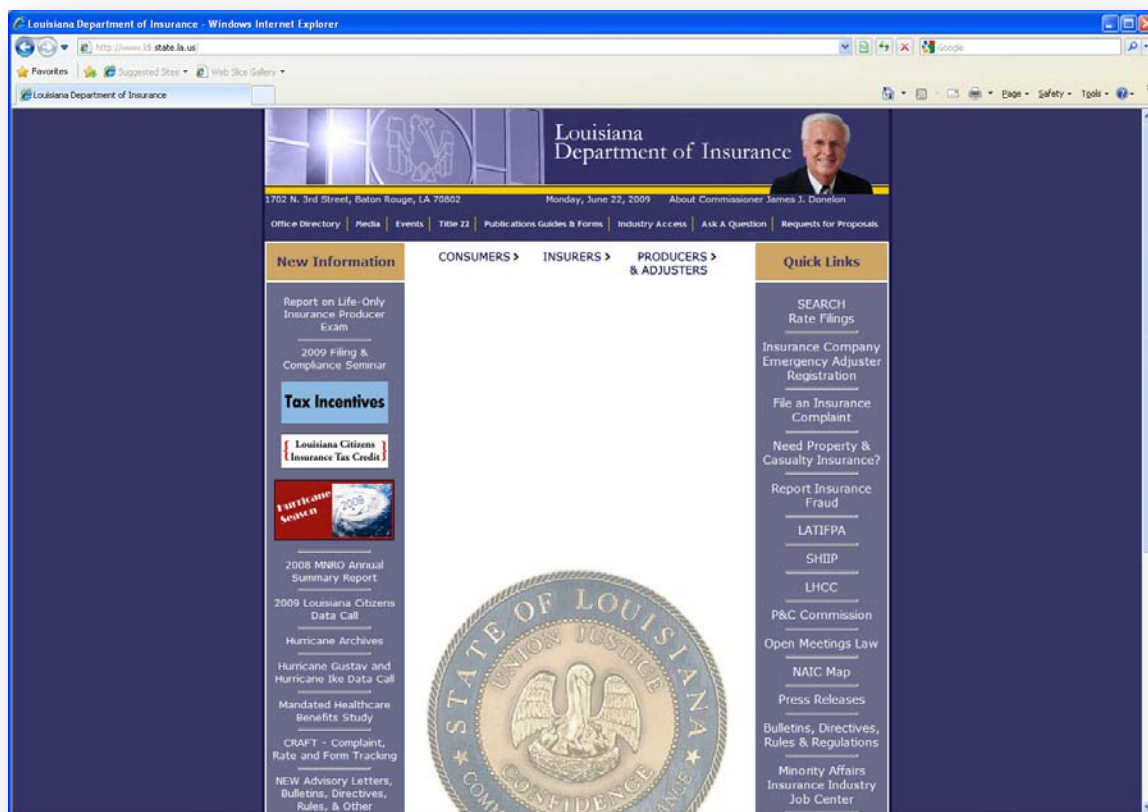
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Accessing CRAFT

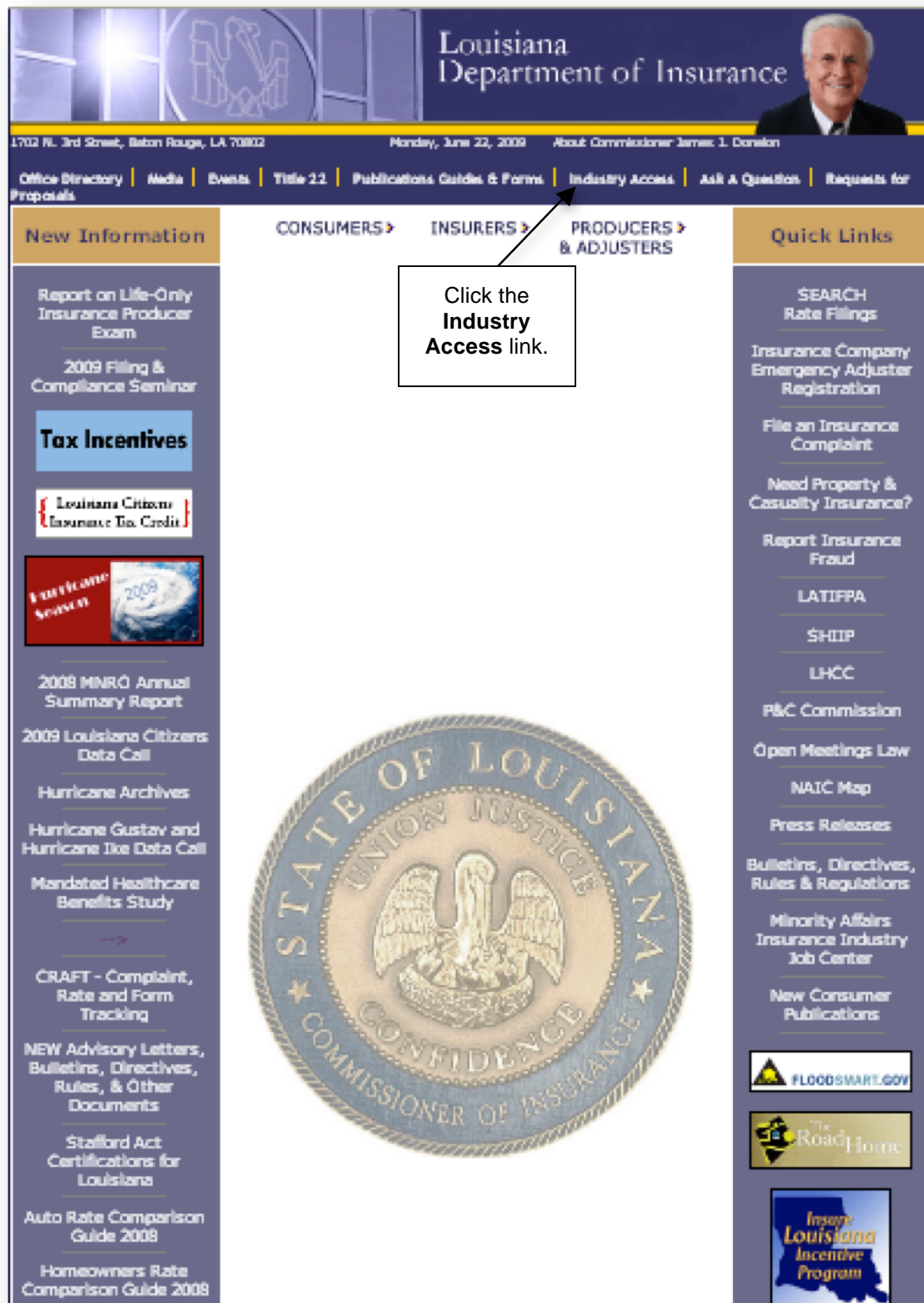
1. Open Internet Explorer 7.

NOTE: For maximum efficiency we recommend that you use Internet Explorer version 7 (or 6). Visit Microsoft's website to download the latest version of Internet Explorer.

2. Browse to <http://ldi.louisiana.gov/>.



3. Click the **Industry Access** link.



4. Enter your **Email Address** and **Password** in the appropriate boxes.

Sign Up | [Forgot Password?](#)

Login ?

Please enter your email address and password. Next, click 'Login' to access the Industry Access Portal. If you do not have an Industry Access account, you can create one by completing the [Sign Up](#) screen. **Fields marked with a red arrow are required and must be filled out.**

Enter Login Information

▶ Email Address:

▶ Password:

[Login](#)

*** [Click here](#) for this site's disclaimer.

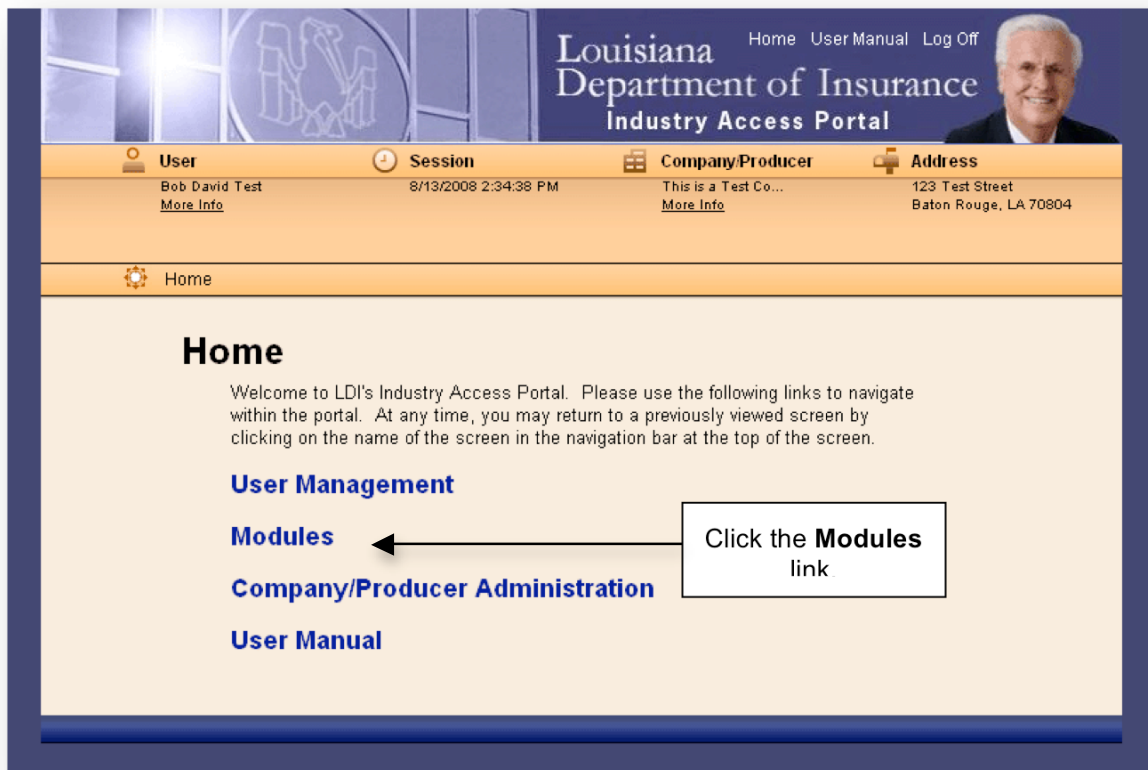
Enter your **Email Address** and **Password**.

Click **Login**.

5. Click **Login**.

NOTE: If you do not have an Industry Access account, you can create one by completing the **Sign Up** screen. Click the **Sign Up** link to access the screen. Fields marked with a red arrow are required and must be filled out.

6. On the **Industry Access Home** page, click the **Modules** link.



The screenshot shows the Louisiana Department of Insurance Industry Access Portal. The top navigation bar includes links for Home, User Manual, and Log Off. Below this, a header section displays the department's name and a portrait of a man. A secondary navigation bar contains tabs for User, Session, Company/Producer, and Address, each with a corresponding icon and a 'More Info' link. The main content area is titled 'Modules' with a question mark icon. It contains a paragraph explaining that users can access modules for which they have been granted permission, and a link to 'Request Access' if a module is not listed. Below this, there are three sections, each representing a different company/producer. Each section lists the company/producer name, the industry access administrator, their contact email, and their contact phone. The 'Module(s) Granted' for each section are listed below the contact information. The first two sections are for 'Miller, Kevin Robert' and 'Stringer Ware & Company, Inc.', both of which have 'Producer Tax Filing' as the granted module. The third section is for 'This is a Test Company' and lists several modules: '1076 Tax Form', 'Consumer Assistance Program', 'CRAFT Complaints', 'CRAFT Form Filing', 'CRAFT Rate Filing', and 'Premium Tax Filings'. A callout box with an arrow points to the 'CRAFT Complaints' link, with the text 'Click the CRAFT Complaints link.'

Home User Manual Log Off

Louisiana Department of Insurance
Industry Access Portal

User: Bob Test [More Info](#)

Session: 6/22/2009 8:56:53 AM

Company/Producer: This is a Test Co... [More Info](#)

Address: 123 St.
Baton Rouge, LA 70890

Home → Modules

Modules ?

Use the following links to access those modules for which you have been granted permission. If a desired module is not listed, you can [Request Access](#) to those modules for companies a producers you represent.

Company/Producer: Miller, Kevin Robert
Module(s) Granted: **Producer Tax Filing**

Company/Producer: Stringer Ware & Company, Inc.
Industry Access Administrator: Jerry L Walker
Administrator Contact Email: jwalker@geneseeins.com
Administrator Contact Phone: 6788024005
Module(s) Granted: **Producer Tax Filing**

Company/Producer: This is a Test Company
Industry Access Administrator: Mike Boutwell
Administrator Contact Email: mboutwell@ldi.state.la.us
Administrator Contact Phone: 225-219-0620
Module(s) Granted: **1076 Tax Form**
Consumer Assistance Program
CRAFT Complaints
CRAFT Form Filing
CRAFT Rate Filing
Premium Tax Filings

Click the **CRAFT Complaints** link.

7. Click the *CRAFT Complaints* link.
8. The **CRAFT Industry Portal** page will appear.

The CRAFT Industry Portal

The **CRAFT Industry Portal** page consists of four parts: the **Company Title and User Name**, the **Navigation Links**, the **Navigation Icons** and the **Main Body**. On the **Welcome** page, it displays the welcome message and Department contact information.

NOTE: **Navigation Links** and **Navigation Icons** are controlled by your company's Industry Access Account Administrator. If you do not have access to specific areas of the **CRAFT Industry Portal** page, the links will not be visible.

The following is an overview of the **CRAFT Industry Portal** page:

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Test, Bob

 P&C Rates
 Complaints
 Forms

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [View Another Company](#)

Welcome to the CRAFT Industry Portal. Please select an item from the menu above.

Complaint, Rate and Form Tracking System (CRAFT)

Policy Form, Rate and Rule Filing Submissions

Welcome to CRAFT, an electronic filing system designed to provide everything needed to respond to a complaint or produce approvable form, rate, and rule filings. We hope you find CRAFT intuitive and easy to use. However, if you need help, contact the specific department for which your form, rate, or rule filing is being submitted.

Office of Health Insurance

For Major Medical, Hospital Surgical Medical Expense, or Health Maintenance Organization filings please contact:

Carolyn C. Schwendemann
Insurance Compliance Examiner 3
Quality Management Insurance Contracts and Forms
Office of Health Insurance
(225) 219-9344
E-Mail: cschwendemann@ldi.state.la.us

For Medicare Supplement and Medicare Select filings please contact:

Jason Sloper
Insurance Compliance Examiner 2
Supplemental Health Products Division
Office of Health Insurance
(225) 219-9926
E-Mail: jsloper@ldi.state.la.us

For all other limited / supplemental product lines, which include but are not limited to, Dental, Vision, Hospital Indemnity, Disability, Accident Only, Specified Disease, etc. please contact:

Jerri McClendon
Insurance Compliance Examiner 2
Supplemental Health Products Division
Office of Health Insurance
(225) 219-9526
E-Mail: jmcclendon@ldi.state.la.us

Office of Life & Annuity Insurance

Telephone: (225) 342-1226
E-Mail: la@ldi.state.la.us

Office of Property & Casualty Insurance

Policy Forms Division /
Office of Consumer Affairs
Telephone: (225) 342-1258
E-Mail: pc@ldi.state.la.us

Rating Division
Telephone: (225) 342-5203
E-Mail: pc@ldi.state.la.us

Our Product Filing Matrix is also a very useful tool for browsing products; locating products and product definitions; reviewing statutes, regulations, directives, bulletins, and other legal references; and instructions and an array of information pertaining to policy form and rate filings. Product Filing Matrix can be accessed through the following link: <http://www.lidi.state.la.us/FFM/index.htm>

The Company Title and User Name

The **Company Title and User Name** are displayed in the upper left corner of the **CRAFT Industry Portal** page.



This is a Test Company
Test, Bob

Company Title displays the name of the company that you are logged in for.

User Name displays the name of the user that is logged in.

The Navigation Links

The **Navigation Links** allow you to access all areas of the portal that you have access to. Every user is allowed to view and click the **Return to Industry Access** and **Logout** links.

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

The **Return to Industry Access** link brings you back to the **Industry Access** main menu.

NOTE: The **Return to Industry Access** link does not log you out of CRAFT. Click the **Logout** link to log out of CRAFT.

The **P & C Rates** link brings you to the **P & C Rates** page. This link will only be available if your Industry Access Account Administrator has given you access. For more information on the **P & C Rates** page, see the **CRAFT P & C Rates User Manual**.

The **Complaints** link brings you to the **Complaints** page. This link will only be available if your Industry Access Account Administrator has given you access. The **Complaints** page is outlined in the following sections.

The **Forms** link brings you to the **Forms** page. This link will only be available if your Industry Access Account Administrator has given you access. For more information on the **Forms** page, see the **CRAFT Forms User Manual**.

The **Logout** link logs you out of CRAFT and Industry Access. Use this link when you are finished before closing Internet Explorer.

The Navigation Icons

The **Navigation Icons** allow you to access all areas of the portal to that you have access to. These icons will only be available if your Industry Access Account Administrator has given you equivalent permission.



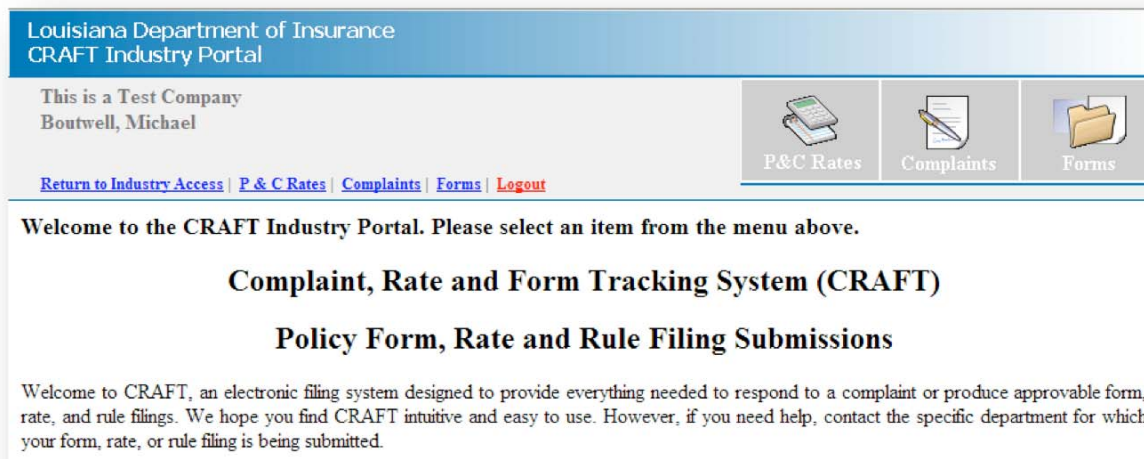
The **P & C Rates** icon brings you to the **P & C Rates** page. This link will only be available if your Industry Access Account Administrator has given you access. For more information on the **P & C Rates** page, see the **CRAFT P & C Rates User Manual**.

The **Complaints** icon brings you to the **Complaints** page. This link will only be available if your Industry Access Account Administrator has given you access. The **Complaints** page is outlined in the following sections.

The **Forms** icon brings you to the **Forms** page. This link will only be available if your Industry Access Account Administrator has given you access. For more information on the **Forms** page, see the **CRAFT Forms User Manual**.

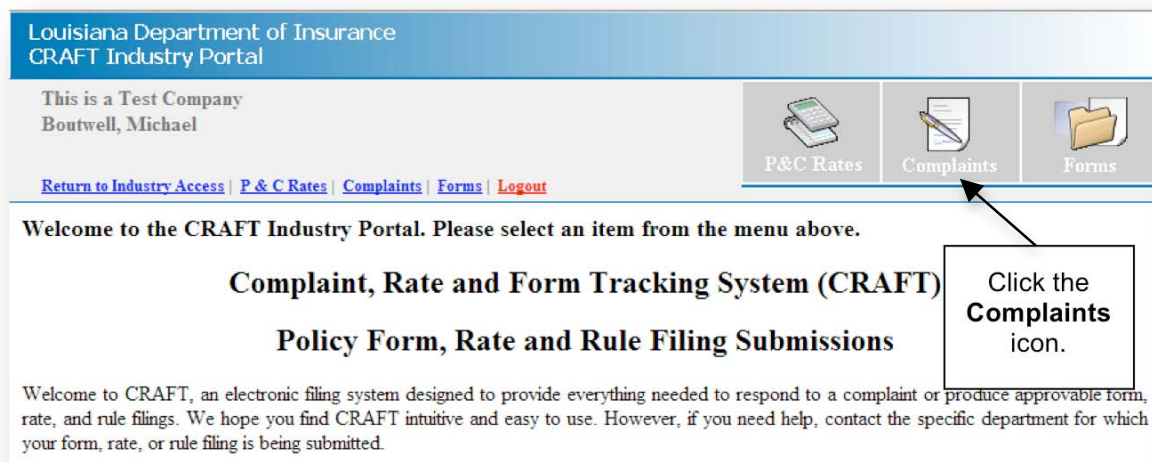
The Main Body

The **Main Body** is directly beneath the **Navigation Links** and **Navigation Icons** area and will change depending on what part of the system you are in.



Accessing Complaints

1. On the **CRAFT Industry Portal** page, click the **Complaints** icon.



The **Complaints** page will appear.

The Complaints page

The Complaints page consists of three tabs: **Outstanding Complaints**, **View Complaint**, and **Search/History**. When the page first appears, the **Outstanding Complaints** tab will be selected.

The Outstanding Complaints tab

The **Outstanding Complaints** tab displays all open and pending complaints against the company you have accessed by the Company's ID.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the text "Louisiana Department of Insurance CRAFT Industry Portal" and "This is a Test Company Boutwell, Michael". Navigation links include "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". The "Complaints" tab is selected. Below the tabs, the "Outstanding Complaints Against Your Company" section features a "Filter by ID:" input field with "Filter" and "Reset" buttons. A table lists four pending complaints with columns for ID, Legacy ID, Disposition, Status, Filer Name, Insured Name, Date Filed, Recur Date, and links for View and Quick View.

ID	Legacy ID	Disposition	Status	Filer Name	Insured Name	Date Filed	Recur Date		
4			Pending	McFurson, Mia	McFurson, Mia	02/16/2007	04/04/2008 32 days overdue	View	Quick View
524			Pending	Smith, Bob	Smith, Bob	10/01/2007	04/12/2008 24 days overdue	View	Quick View
541			Pending	Car, Company	Car, Company	01/03/2008	03/23/2008 44 days overdue	View	Quick View
543			Pending	Schmidt, Armando	Testing, Armando	01/03/2008	04/09/2008 27 days overdue	View	Quick View

To filter complaints by ID, enter a complaint ID in the **Filter by ID** box and click the **Filter** button.

To reset your filter and view all outstanding complaints, click the **Reset** button.

The **Main Body** of the **Outstanding Complaints** tab displays a table with the following fields:

Field	Meaning
ID	Read-Only. Displays a unique identification number for a complaint.
Legacy ID	Read-Only. Displays a unique identification number for complaints that have been entered before July 1, 2007.
Disposition	Read-Only. Displays the categorization of a closed complaint. NOTE: Options vary depending on the Division selected.
Status	Read-Only. Displays the status of the complaint. Available statuses for this page are: <ul style="list-style-type: none">• Open• Pending
Filer Name	Read-Only. Displays the name of the individual that submitted the complaint.
Insured Name	Read-Only. Displays the name of the individual that holds the insurance policy.
Date Filed	Read-Only. Displays the date that the complaint was submitted.
Recur Date	Read-Only. Displays the date that the company needs to submit a response to the complaint by. NOTE: The number of days remaining to respond to a complaint will display in green. If a complaint has not been responded to, the number of days that it is overdue will be displayed in red beneath the date.
View	Click to navigate to the View Complaint tab, where all details and attachments of a complaint will be available.
Quick View	Click to access a printable snapshot version of the complaint in a separate browser window.

The View Complaint tab

The **View Complaint** tab will display detail information on the complaint recently selected from the outstanding complaint tab. To access the **View Complaint** tab and search for a complaint by the **Complaint ID**, click the **View Complaint** tab. To access the **View Complaint** tab for a specific complaint, click the **View** link on the **Outstanding Complaints** tab or select a complaint from your search results on the **Search/History** tab.

The screenshot displays the CRAFT Industry Portal interface. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a grey navigation bar includes links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". To the right of these links are three icons: "P&C Rates", "Complaints" (highlighted in blue), and "Forms". Below the navigation bar, a tabbed interface shows "Outstanding Complaints", "View Complaint" (selected), and "Search/History". The "View Complaint" tab displays a search bar with "Complaint ID: 48" and a "View Printer Friendly Version" link. Below the search bar, a tabbed interface shows "Complaint Info" (selected), "Submitter", "Insured", "Insurance Info", "Producer", "Description", "Correspondence", "Attachments", and "PDF". The "Complaint Info" tab displays the following details: Division: Health, Assigned Examiner(s): Kevin Porche, Submission Method: , Date Received: , Recur Date: 4/10/2008, Status: Pending, Status Condition: Outside Response, Disposition: DA/Cons/Rehab/Liqd, Is this complaint disaster related? No, Coverage Type: A&H/Unknown, and Date of Loss: 2/26/2007.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[P&C Rates](#) [Complaints](#) [Forms](#)

[Outstanding Complaints](#) [View Complaint](#) [Search/History](#)

Complaint ID: 48 [View Printer Friendly Version](#)

[Complaint Info](#) [Submitter](#) [Insured](#) [Insurance Info](#) [Producer](#) [Description](#) [Correspondence](#) [Attachments](#) [PDF](#)

Division: Health
Assigned Examiner(s):
Kevin Porche
Submission Method:
Date Received:
Recur Date: 4/10/2008
Status: Pending
Status Condition: Outside Response
Disposition: DA/Cons/Rehab/Liqd
Is this complaint disaster related? No
Coverage Type: A&H/Unknown
Date of Loss: 2/26/2007

The **Main Body** of the **View Complaint** tab displays a **Complaint ID** field, a **View Printer Friendly Version** link, and sub-tabs containing information about the complaint.

The **Complaint ID** field is read-only and displays the **Complaint ID** number of your selected complaint.

Click the **View Printer Friendly Version** link to access a printable snapshot version of the complaint in a separate browser window.

Each sub-tab allows you to view information about the complaint. When the **View Complaint** page appears, the **Complaint Info** sub-tab is automatically displayed.

The Complaint Info sub-tab

The **Complaint Info** sub-tab displays general information about the complaint in read-only format.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, and Forms are visible. The main content area shows the Complaint Info sub-tab for Complaint ID 524. The sub-tab displays the following information:

Complaint Info	Submitter	Insured	Insurance Info	Producer	Adjuster	Misc	Description	Correspondence	Attachments	PDF
Division: Property & Casualty										
Assigned Examiner(s):										
Submission Method: Paper										
Date Received: 10/1/2007										
Recur Date: 4/12/2008										
Status: Pending										
Status Condition: Outside Response										
Disposition:										
Is this complaint disaster related? No										
Coverage Type:										
Date of Loss: 8/31/2007										

The following information can be displayed on the **Complaint Info** sub-tab:

Field	Meaning
Division	Read-Only. Displays the area of the Department of Insurance that receives the complaint. Options are: <ul style="list-style-type: none">• Health• Life/Annuity/Long Term Care• Property & Casualty
Assigned Examiner(s)	Read-Only. Displays the name of the examiner(s) that will be investigating the complaint.
Submission Method	Read-Only. Displays the method by which the complaint was submitted. Options are: <ul style="list-style-type: none">• Walk-in• Online• Paper• Phone
Date Received	Read-Only. Displays the date that the complaint was received by the Department of Insurance.
Recur Date	Read-Only. Displays the date that the company needs to submit a response.
Status	Read-Only. Displays the status of the complaint: <ul style="list-style-type: none">• Pending• Closed
Status Condition	Read-Only. Displays more details about the status of the complaint.
Disposition	Read-Only. Displays the categorization of the closed complaint. NOTE: Options vary depending on the Division selected.
Is this complaint disaster related?	Identifies if a complaint is related to a disaster. Options are: <ul style="list-style-type: none">• Yes• No
Coverage Type	Read-Only. Displays the type of insurance coverage. NOTE: Options vary depending on the Division selected.
Date of Loss	Read-Only. Displays the date of loss.

The Submitter sub-tab

The **Submitter** sub-tab displays general information about the individual who submitted the complaint in read-only format.

The screenshot displays the CRAFT Industry Portal interface. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a grey navigation bar includes links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". To the right of these links are three icons: "P&C Rates", "Complaints", and "Forms". Below the navigation bar, a grey bar contains the text "Outstanding Complaints", "View Complaint", and "Search/History". A search bar with the text "Complaint ID: 524" is located below this bar. To the right of the search bar is a link for "View Printer Friendly Version". Below the search bar, a tabbed interface shows the "Submitter" tab selected. The "Submitter" tab displays the following information: "Submitter Type: Insured", "Prefix (Mr./Ms.): Mr.", "First Name: Bob", "Middle Name:", "Last Name: Smith", "Suffix:", "Address 1: 1234 Any Where Street", "Address 2:", "City: No Where", "State: LA", "Zip: 70009", "E-Mail:", "Home Phone: (504)123-4567", "Work Phone:", "Cell Phone:", and "Emergency Phone:".

The following information can be displayed on the **Submitter** sub-tab:

Field	Meaning
Submitter Type	Read-Only. Displays the type of individual that submitted the complaint. Options are: <ul style="list-style-type: none"> • Insured • Third Party • Beneficiary • Producer • Insurance Company • Attorney • Government Official • Departmental Investigation • Commissioner Referred
Prefix	Read-Only. Displays the prefix of the submitter's name. For example, Mr. Mrs., Dr.
First Name	Read-Only. Displays the first name of the submitter.
Middle Name	Read-Only. Displays the Middle name of the submitter.
Last Name	Read-Only. Displays the last name of the submitter.
Suffix	Read-Only. Displays the suffix of the submitter's name. For example, Jr. or IV.
Address 1	Read-Only. Displays the first line of the submitter's address.
Address 2	Displays the second line of the submitter's address, if applicable.
City	Read-Only. Displays the city of the submitter's address.
State	Read-Only. Displays the state of the submitter's address.
Zip	Read-Only. Displays the zip code/postal code of the submitter's address.
Email	Read-Only. Displays the submitter's email address.
Home Phone	Read-Only. Displays the submitter's home phone number.
Work Phone	Read-Only. Displays the submitter's work phone number.
Cell Phone	Read-Only. Displays the submitter's cell phone number.
Emergency Phone	Read-Only. Displays the submitter's emergency contact number.

The Insured sub-tab

The **Insured** sub-tab displays general information about the individual listed on the insurance policy in read-only format.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a navigation bar includes links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". To the right of these links are three icons: "P&C Rates", "Complaints", and "Forms". The "Complaints" icon is highlighted. Below the navigation bar, there are three tabs: "Outstanding Complaints", "View Complaint", and "Search/History". The "View Complaint" tab is selected. Below the tabs, there is a text input field for "Complaint ID:" with the value "524". To the right of this field is a link for "View Printer Friendly Version". Below the input field, there is a row of tabs: "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Misc", "Description", "Correspondence", "Attachments", and "PDF". The "Insured" tab is selected. The content area below the tabs displays the following information:

Prefix (Mr./Ms.): Mr.
First Name: Bob
Middle Name:
Last Name: Smith
Suffix:
Address 1: 1234 Any Where Street
Address 2:
City: No Where
State: LA
Zip: 70009
E-Mail:
Home Phone: (504)123-4567
Work Phone:
Cell Phone:
Emergency Phone:
Consumer Date of Birth:
Age Group: 25-49

The following information can be displayed on the **Insured** sub-tab:

Field	Meaning
Prefix	Read-Only. Displays the prefix of the insured's name. For example, Mr. Mrs., Dr.
First Name	Read-Only. Displays the first name or company name of the insured.
Middle Name	Read-Only. Displays the middle name of the insured.
Last Name	Read-Only. Displays the last name of the insured.
Suffix	Read-Only. Displays the suffix of the insured's name. For example, Jr. or IV.
Address 1	Read-Only. Displays the first line of the insured's address.
Address 2	Read-Only. Displays the second line of the insured's address, if applicable.
City	Read-Only. Displays the city of the insured's address.
State	Read-Only. Displays the state of the insured's address.
Zip	Read-Only. Displays the zip code/postal code of the insured's address.
Email	Read-Only. Displays the insured's email address.
Home Phone	Read-Only. Displays the insured's home phone number.
Work Phone	Read-Only. Displays the insured's work phone number.
Cell Phone	Read-Only. Displays the insured's cell phone number.
Emergency Phone	Read-Only. Displays the insured's emergency contact number.
Consumer Date of Birth	Read-Only. Displays the birth date for the individual that holds the insurance policy.
Age Group	Read-Only. Displays the Age Group to which the individual belongs. Options are: <ul style="list-style-type: none"> • Under 25 • 25-49 • 50-64 • 65+

The Insurance Info sub-tab

The **Insurance Info** sub-tab displays general information.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, Forms, and Logout are present. The main content area shows the 'View Complaint' tab selected, displaying details for Complaint ID 524. The 'Insurance Info' sub-tab is active, showing fields for Company, Employer Name, Policy Number, Claim Number, and various status indicators.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[P&C Rates](#) [Complaints](#) [Forms](#)

Outstanding Complaints **View Complaint** Search/History ?

Complaint ID: 524 [View Printer Friendly Version](#)

Complaint Info Submitter Insured **Insurance Info** Producer Adjuster Misc Description Correspondence Attachments PDF

Company: This is a Test Company [7557]
Employer Name:
Policy Number:
Claim Number: 500465
Consumer Has Attorney Representation? No
Court Action Pending? No
Complaint Previously Reported? No
Previously Reported To: N/A

The following information can be displayed on the **Insurance Info** sub-tab:

Field	Meaning
Company	Read-Only. Displays the name of the individual's insurance company. NOTE: This will be the company name that you are logged in under.
Employer Name	Read-Only. Displays the name of the employer if the insurance policy is through the employer.
Policy Number	Read-Only. Displays the number of the individual's insurance policy.
Claim Number	Read-Only. Displays the number associated with the claim.
Consumer Has Attorney Representation?	Read-Only. Indicates if the individual is represented by an attorney for the incident of the complaint. Options are: <ul style="list-style-type: none">• Yes• No
Court Action Pending?	Read-Only. Indicates if the individual is awaiting court action for the incident of the complaint. Options are: <ul style="list-style-type: none">• Yes• No
Complaint Previously Reported?	Read-Only. Indicates if the individual reported the complaint at an earlier time to the Department of Insurance. Options are: <ul style="list-style-type: none">• Yes• No
Previously Reported To	Read-Only. Displays the name of the individual to which the complaint had been reported.

The Producer sub-tab

The **Producer** sub-tab displays general information about the producer that sold the insurance policy associated with the complaint in read-only format.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the portal name and user information: "This is a Test Company" and "Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. The "Complaints" section is active, showing "Outstanding Complaints", "View Complaint", and "Search/History" options. A "Complaint ID" field contains the value "524". A "View Printer Friendly Version" link is available. The "Producer" sub-tab is selected, displaying the following information:

Complaint Info	Submitter	Insured	Insurance Info	Producer	Adjuster	Misc	Description	Correspondence	Attachments	PDF
<p>License Number:</p> <p>NPN:</p> <p>Last Name: Doe</p> <p>First Name: Angie</p> <p>Middle Name:</p> <p>Suffix:</p> <p>Agency: Insurance Agency</p> <p>Address 1:</p> <p>Address 2:</p> <p>City: No Where</p> <p>State: LA</p> <p>Zip:</p> <p>Phone Number:</p>										

The following information can be displayed on the **Producer** sub-tab:

Field	Meaning
License Number	Read-Only. Displays the license number of the producer.
NPN	Read-Only. Displays the National Producer Number of the producer.
Last Name	Read-Only. Displays the last name of the producer.
First Name	Read-Only. Displays the first name of the producer.
Middle Name	Read-Only. Displays the middle name of the producer.
Suffix	Read-Only. Displays the suffix of the producer's name. For example, Jr. or IV.
Address 1	Read-Only. Displays the first line of the producer's address.
Address 2	Read-Only. Displays the second line of the producer's address, if applicable.
City	Read-Only. Displays the city of the producer's address.
State	Read-Only. Displays the state of the producer's address.
Zip	Read-Only. Displays the zip code/postal code of the producer's address.
Email	Read-Only. Displays the producer's email address.
Home Phone	Read-Only. Displays the producer's home phone number.
Work Phone	Read-Only. Displays the producer's work phone number.
Cell Phone	Read-Only. Displays the producer's cell phone number.
Emergency Phone	Read-Only. Displays the producer's emergency contact number.

The Adjuster sub-tab

If applicable, the **Adjuster** sub-tab displays general information about the insured's adjuster in a read-only format.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and a user identification: "This is a Test Company Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. A secondary navigation bar shows "Outstanding Complaints", "View Complaint", and "Search/History". The main content area is for Complaint ID 524, with a "View Printer Friendly Version" link. A tabbed interface at the bottom includes "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster" (the active tab), "Misc", "Description", "Correspondence", "Attachments", and "PDF". The "Adjuster" tab displays the following fields:

- Type:
- License Number:
- NPN:
- Last Name:
- First Name:
- Middle Name:
- Suffix:
- Company:
- Address 1:
- Address 2:
- City:
- State:
- Zip:
- Phone Number:

The following information can be displayed on the **Adjuster** sub-tab:

Field	Meaning
Adjuster Type	Read-Only. Displays the type of adjuster.
License Number	Read-Only. Displays the license number of the adjuster.
NPN	Read-Only. Displays the National Producer Number of the adjuster.
Last Name	Read-Only. Displays the last name of the adjuster.
First Name	Read-Only. Displays the first name of the adjuster.
Middle Name	Read-Only. Displays the middle name of the adjuster.
Suffix	Read-Only. Displays the suffix of the adjuster's name. For example, Jr. or IV.
Company	Read-Only. Displays the name of the company that the adjuster is affiliated with.
Address 1	Read-Only. Displays the first line of the adjuster's address.
Address 2	Read-Only. Displays the second line of the adjuster's address, if applicable.
City	Read-Only. Displays the city of the adjuster's address.
State	Read-Only. Displays the state of the adjuster's address from the drop-down box.
Zip	Read-Only. Displays the zip code/postal code of the adjuster's address.
Phone	Read-Only. Displays the adjuster's phone number.

The Misc sub-tab

If applicable, the **Misc** sub-tab displays additional information about the insured in a read-only format.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's test company information: "This is a Test Company" and "Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. The "Complaints" section is active, showing "Outstanding Complaints" and a "View Complaint" button. A search bar contains "Complaint ID: 524". The "View Complaint" button is highlighted. Below the search bar, a tabbed interface shows the "Misc" tab selected. The "Misc" tab displays the following information:

- Employed as Emergency Worker: No
- Has Seen Adjuster: No
- ALE Received or Expected: No
- Special Needs or Medical Condition: No
- Unsanitary or Unsafe Condition: No
- Irreparable Weather Intrusion: No

Other tabs visible include "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Description", "Correspondence", "Attachments", and "PDF". A "View Printer Friendly Version" link is also present.

The following information can be displayed on the **Misc** sub-tab:

Field	Meaning
Employed as Emergency Worker	Read-Only. Displays whether or not the individual is employed as an emergency worker. Options are: <ul style="list-style-type: none">• Yes• No
Has seen Adjuster	Read-Only. Displays whether or not the individual has seen an adjuster about the complaint. Options are: <ul style="list-style-type: none">• Yes• No
ALE Received or Expected	Read-Only. Displays whether or not the individual has received or expects to receive an ALE. Options are: <ul style="list-style-type: none">• Yes• No
Special Needs or Medical Condition	Read-Only. Displays whether or not the individual has special needs or a medical condition. Options are: <ul style="list-style-type: none">• Yes• No
Unsanitary or Unsafe Condition	Read-Only. Displays whether or not the complaint is associated with an unsanitary or unsafe condition. Options are: <ul style="list-style-type: none">• Yes• No
Irreparable Weather Intrusion	Read-Only. Displays whether or not the complaint is associated with an irreparable weather intrusion. Options are: <ul style="list-style-type: none">• Yes• No

The Description sub-tab

The **Description** sub-tab displays the **Complaint Description** and **Fair Resolution** entered free-form by the individual submitting the complaint on-line in read-only format.

Complaints submitted in paper format will contain a brief synopsis entered by DOI staff. To view the paper complaint submitted, see the **Attachment Tab**.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, and Forms are visible. The main content area shows the 'View Complaint' tab selected, displaying the 'Complaint ID: 524'. Below this, a tabbed interface shows the 'Description' tab active, containing the 'Complaint Description' and 'Fair Resolution' sections. The 'Complaint Description' section contains the text 'I was not paid for my accident claim.' and the 'Fair Resolution' section contains the text 'Send me my check!'.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[P&C Rates](#) [Complaints](#) [Forms](#)

[Outstanding Complaints](#) [View Complaint](#) [Search/History](#)

Complaint ID: 524 [View Printer Friendly Version](#)

[Complaint Info](#) [Submitter](#) [Insured](#) [Insurance Info](#) [Producer](#) [Adjuster](#) [Misc](#) [Description](#) [Correspondence](#) [Attachments](#) [PDF](#)

Complaint Description

I was not paid for my accident claim.

Fair Resolution

Send me my check!

The following information can be displayed on the **Description** sub-tab:

Field	Meaning
Complaint Description	Read-Only. Displays the description of the complaint entered by the individual that submitted the complaint.
Complaint Resolution	Read-Only. Displays how the individual submitting the complaint would like the complaint to be resolved.

The Correspondence sub-tab

The **Correspondence** sub-tab displays and allows you to enter any correspondence associated with the complaint.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. At the top, the header includes the department name and the user's session information: "This is a Test Company" and "Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. On the right, there are icons for "P&C Rates", "Complaints", and "Forms". Below the header, a secondary navigation bar contains "Outstanding Complaints", "View Complaint", and "Search/History". The main content area shows a "Complaint ID: 524" and a "View Printer Friendly Version" link. A tabbed interface is visible with tabs for "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Misc", "Description", "Correspondence", "Attachments", and "PDF". The "Correspondence" tab is currently selected. Below the tabs, there is a link to "Add Correspondence" and a message box stating: "There is no industry correspondence associated with this Complaint".

The **Correspondence** sub-tab consists of the **Add Correspondence** link, a **Print** button, and the **Correspondence** group box.

The **Add Correspondence** link allows you to enter **Correspondence Text** and **Attachments**. For more information see the **Adding Correspondence** section below.

Click the **Print** button to access a printable version of all the correspondence in a separate browser window and the **Printer** dialog box.

The **Correspondence** group box displays the **Date** and **Time** the correspondence was entered, the **Individual** that entered the correspondence and the **Company** the individual was signed in under, the **Text** of the correspondence, and any associated **Attachments**.

To Add a Correspondence

1. Click the **Add Correspondence** link to log any correspondence associated with the complaint.

The screenshot displays the CRAFT Industry Portal interface. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a grey navigation bar includes links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". To the right of these links are three icons: "P&C Rates", "Complaints", and "Forms". Below the navigation bar, a grey bar contains the text "Outstanding Complaints", "View Complaint", and "Search/History". The main content area shows a "Complaint ID: 524" field. Below this, a tabbed interface is visible with tabs for "Complaint Info", "Submitter", "Insured", "Insurer", "Description", "Correspondence", "Attachments", and "PDF". The "Correspondence" tab is currently selected. A callout box with the text "Click the Add Correspondence link." points to a blue link labeled "Add Correspondence". Below this link, a message states: "There is no industry correspondence associated with this Complaint". A link for "View Printer Friendly Version" is also visible in the top right corner of the main content area.

2. A text editor dialog box will appear.
3. Type your response in the text editor dialog box.

NOTE: The response correspondence can be attached and not typed in the text editor dialogue box.

4. Use the text editing toolbar to format your response.

NOTE: A Spellchecker is one of the tools provided.

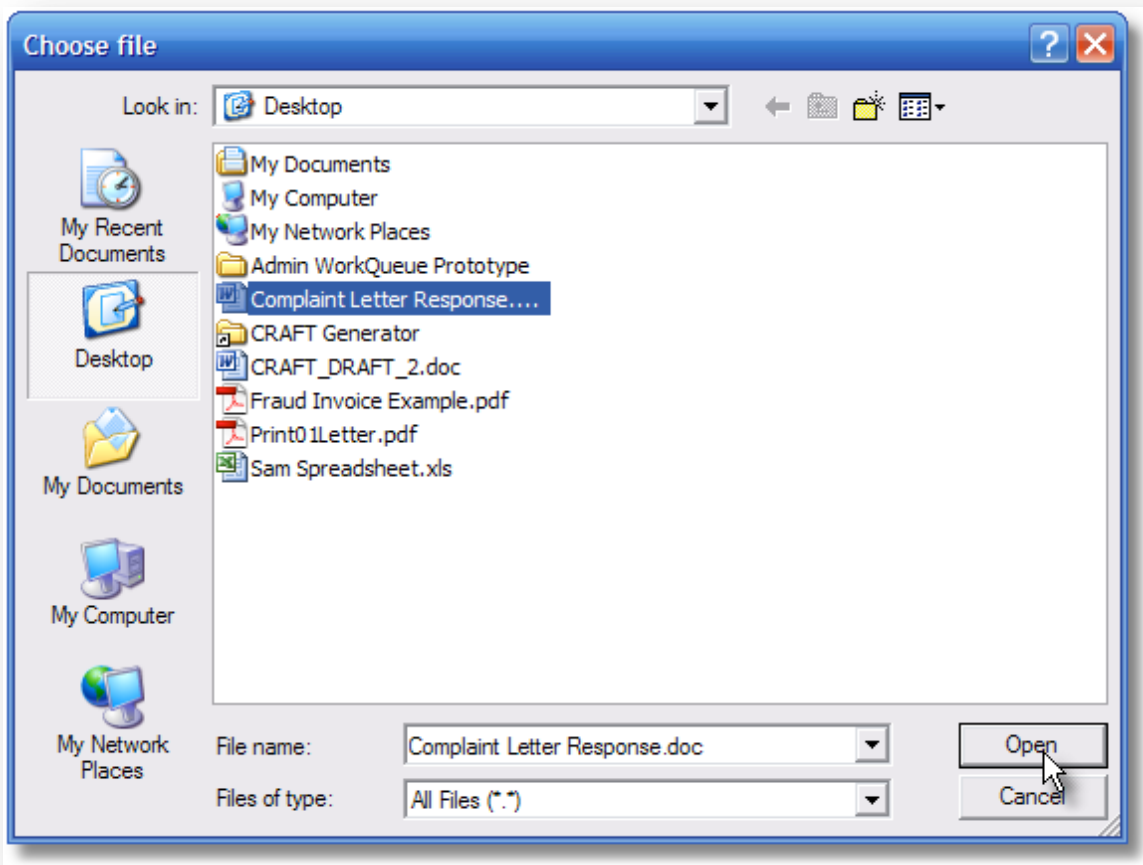
The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, Forms, and Logout are visible. A modal text editor dialog box is open, prompting the user to "Enter correspondence below:" and providing a large text area for input. Below the text area, a message states "Scroll down to add attachments and save this correspondence." The background interface shows a "View Complaint" button and a "Complaint ID" field with the value 524.

5. Scroll down to the **Add Attachments** area.
6. Click the **Select** button to add any related attachments to the correspondence.

The screenshot displays the 'CRAFT Industry Portal' interface. At the top, it identifies the user as 'This is a Test Company' and 'Boutwell, Michael'. Navigation links include 'Return to Industry Access', 'P & C Rates', 'Complaints', 'Forms', and 'Logout'. A secondary navigation bar shows 'Outstanding Complaints', 'View Complaint' (highlighted), and 'Search/History'. The main content area shows 'Complaint ID: 524' and a 'Complaint Info' tab. A modal window is open, titled 'Add Correspondence', with the instruction 'Scroll down to add attachments and save this correspondence.' Below this, a section titled 'Please attach any additional documents related to this correspondence here.' contains four rows, each with a text input field, a 'Select' button, and a 'Clear' button. At the bottom of the modal are 'Submit' and 'Cancel' buttons.

7. The **Choose file** dialog box will appear.
8. Browse to the file that you want to attach.
9. Select your file.
10. Click **Open**.

NOTE: You may attach up to four files to correspondence. Repeat steps 6-10 to add additional attachments.



11. Click **Submit**.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the portal name and user information: "This is a Test Company" and "Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. A sidebar on the left shows "Outstanding Complaints" and "View Complaint" buttons. The main content area shows "Complaint ID: 524" and a "Complaint Info" tab. A modal window is open, prompting the user to "Scroll down to add attachments and save this correspondence." and "Please attach any additional documents related to this correspondence here." The modal contains four rows of "Select" and "Clear" buttons for attachments. At the bottom of the modal are "Submit" and "Cancel" buttons.

12. Your response is complete and will display in the **Correspondence** group box.

The screenshot displays the CRAFT Industry Portal interface. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a grey bar shows the user's name "Boutwell, Michael" and company "This is a Test Company". To the right are three icons: "P&C Rates", "Complaints" (highlighted), and "Forms". A navigation bar below the header includes links: "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". The main content area has tabs: "Outstanding Complaints", "View Complaint" (selected), and "Search/History". A search bar shows "Complaint ID: 524". Below the search bar is a "View Printer Friendly Version" link. A series of tabs represent different complaint sections: "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Misc", "Description", "Correspondence" (selected), "Attachments", and "PDF". In the "Correspondence" section, there is an "Add Correspondence" link and a "Print" button. The main text area shows a message: "On 7/16/2008 10:32:42 AM, This is a Test Company (Boutwell, Michael) (Industry) wrote: This is your response." To the right of the text is an "Attachments" section with a placeholder box.

NOTE: The complaint will no longer appear in your **Outstanding Complaints** tab. If the department requires further follow up information from your company, you will be notified via email and the complaint will reappear in your **Outstanding Complaints** tab.

The Attachments sub-tab

The **Attachments** sub-tab displays supporting documentation for the complaint. Attachments displayed on this tab are added by the individual submitting the complaint or the Department of Insurance.

The screenshot shows the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the portal name and user information: "This is a Test Company" and "Boutwell, Michael". Navigation links include "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". There are icons for "P&C Rates", "Complaints", and "Forms". Below the header, there are tabs for "Outstanding Complaints", "View Complaint", and "Search/History". The "View Complaint" tab is active, showing "Complaint ID: 524". A link for "View Printer Friendly Version" is present. Below this, there are tabs for "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Misc", "Description", "Correspondence", "Attachments", and "PDF". The "Attachments" tab is active, displaying a table with the following data:

	Attached By	Date Attached
Forest.jpg	LDI\apounders	10/27/2007 3:30:04 PM

The following information can be displayed on the **Attachments** sub-tab:

Field	Meaning
Attachment Name Link	Click to display the attachment.
Attached By	Read-Only. Displays the name of the individual that attached the complaint.
Date Attached	Read-Only. Displays the date and time that the attachment was added to the complaint.

The PDF sub-tab

The **PDF** sub-tab allows you to select complaint information to export in PDF format.

The screenshot shows the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, and Forms are visible. The main content area shows the 'View Complaint' tab selected for Complaint ID 524. The 'PDF' sub-tab is active, displaying a tree view of complaint information. The tree view includes 'Complaint', 'Attachments' (with a sub-item 'Forest.jpg (Not PDF)'), and 'Industry Correspondence'. All items are checked. A 'Create PDF' button is at the bottom. A note states: 'Non-PDF attachments will not be included in the file generated by this system. Click any of the items in the tree below to view that item.'

The **PDF** sub-tab loads with four buttons and an outline of complaint information. When the **PDF** sub-tab displays, all items in the outline are selected for PDF export.

Click the **Refresh** button to clear all of your selections and return the outline to the default state where all items are selected.

Click the **Select All** button to select all items in the outline.

Click the **Select None** button to deselect all items.

Click the **Create PDF** button to export all your selections to PDF format.

NOTE: Non-PDF attachments will not be included in the file generated by the system.

In the outline, you can select the checkbox next to any item to include it in the PDF export. Deselect the checkbox for any item that you do not want included.

NOTE: To view a PDF, download the latest viewer from Adobe's website.

The Search/History tab

The **Search/History** tab allows you to search for complaints against your company by entering criteria into the appropriate field.

The screenshot shows the 'Search/History' tab in the CRAFT Industry Portal. The header includes the Louisiana Department of Insurance logo and the user's name, Michael Bontwell. The main navigation bar has links for 'Return to Industry Access', 'P & C Rates', 'Complaints', 'Forms', and 'Logout'. The 'Complaints' tab is selected, and the 'Search/History' sub-tab is active. The search criteria form is displayed, allowing users to filter complaints by various fields such as ID, Legacy Complaint Number, Date Filed, Division, Filing Method, Status, Status Condition, Date Closed, Recur Date, Disposition, Recovery Amount, Interest Amount, Coverage Type, Consumer Complaint Reason, Complaint Reason, Date of Loss, and Disaster Name. A 'New Search' button is located at the bottom of the form.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Bontwell, Michael

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Search Criteria (Click to hide...)

Complaint Info | Submitter | Insured | Insurance Info | Producer | Adjuster | Misc | Description | Signature

ID:

Legacy Complaint Number:

Date Filed: Date Range From: To:

Division:

Filing Method:

Status:

Status Condition:

Date Closed: Date Range From: To:

Recur Date: Date Range From: To:

Disposition:

Recovery Amount:

Interest Amount:

Coverage Type:

Consumer Complaint Reason:


Complaint Reason:

Date of Loss: Date Range From: To:

☐ Disaster complaints only

Disaster Name:

The **Main Body** of the **Search/History** tab displays the **Search Criteria** organized by sub-tabs, the **Search Clear** box, and the **Search Results** footer.

By default, **Search Criteria** displays all sub-tabs. Click  to hide the sub-tabs and display only the **Search Results** footer. Each sub-tab allows you to enter specific search information to locate a complaint. When the **Search/History** page appears, the **Complaint Info** sub-tab is selected.

The **Search Clear** box contains two buttons. Click the **Search** button to begin searching for complaints that meet your criteria. Click the **Clear** button to erase all search criteria and prepare the page for a new search.

The **Search Results** footer displays links to all the pages that meet your search criteria. Click the **New Search** button to erase all search criteria and prepare the page for a new search.

NOTE: It is not necessary to fill out all the search criteria for a search to be effective.

The Complaint Info sub-tab

The **Complaint Info** sub-tab allows you to enter general search information about a complaint.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and a user profile for Michael Bontwell. Navigation links for P&C Rates, Complaints, and Forms are present. The main menu shows 'Outstanding Complaints', 'View Complaint', and 'Search/History'. The 'Search Criteria' section is expanded, showing the 'Complaint Info' sub-tab. This sub-tab contains various search filters such as ID, Legacy Complaint Number, Date Filed, Division, Filing Method, Status, Status Condition, Date Closed, Recur Date, Disposition, Recovery Amount, Interest Amount, Coverage Type, Consumer Complaint Reason, Complaint Reason, Date of Loss, and a checkbox for 'Disaster complaints only'. A 'New Search' button is located at the bottom of the search criteria section.

Louisiana Department of Insurance
CRAFT Industry Portal

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[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[Outstanding Complaints](#) | [View Complaint](#) | [Search/History](#)

Search Criteria (Click to hide...)

Complaint Info | Submitter | Insured | Insurance Info | Producer | Adjuster | Misc | Description | Signature

ID:

Legacy Complaint Number:

Date Filed: Date Range From: To:

Division:

Filing Method:

Status:

Status Condition:

Date Closed: Date Range From: To:

Recur Date: Date Range From: To:

Disposition:

Recovery Amount:

Interest Amount:

Coverage Type:

Consumer Complaint Reason:

Complaint Reason:

Date of Loss: Date Range From: To:

☐ Disaster complaints only

Disaster Name:

The following information can be entered on the **Complaint Info** sub-tab:

Field	Meaning
Id	Enter an identification number.
Legacy Complaint Number	Enter an identification number for complaints that have been entered before July 1, 2007.
Date Submitted	<p>Select the search criteria for the date the complaint was submitted from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Date Range • Specific Date • Year <p>The date selector tool will change depending on your date search criteria. Select a date or date range.</p>
Division	<p>Select the area of the Department of Insurance that receives the complaint from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Health • Life/Annuity/Long Term Care • Property & Casualty
Filing Method	<p>Select the method used to file the complaint from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Walk-in • Online • Paper • Phone
Status	<p>Select a complaint status from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Pending • Closed
Status Condition	<p>Select a status condition from the drop-down box.</p> <p>NOTE: This field will only be available once a Status is selected. Options vary depending on the Status selected.</p>
Date Closed	<p>Select the search criteria for the date that the complaint was closed from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Date Range • Specific Date • Year <p>The date selector tool will change depending on your date search criteria. Select a date or date range.</p>
Recur Date	<p>Select the search criteria for the date that the company needs to submit correspondence by from the drop-down box.</p> <p>Options are:</p> <ul style="list-style-type: none"> • Date Range • Specific Date • Year <p>The date selector tool will change depending on your date</p>

	search criteria. Select a date or date range.
Disposition	This field will only be available once a Division is selected. Options vary depending on the Division selected.
Recovery Amount	This field will only be available once a Division is selected. Options vary depending on the Division selected.
Interest Amount	This field will only be available once a Division is selected. Options vary depending on the Division selected.
Coverage Type	Select the type of insurance coverage from the drop-down box. NOTE: Options vary depending on the Division selected.
Consumer Complaint Reason	Displays more details about the status of the complaint. Select the reason why the consumer submitted the complaint from the drop-down box. Options are: <ul style="list-style-type: none"> • Claim Denial • Claim Delay • Unfair Offer/Payment • Premium Problem • Premium Refund • Producer Handling • Other
Complaint Reason	Select a reason/reason code for the complaint. NOTE: Options vary depending on the Division selected.
Date of Loss	Enter the date of loss. Options are: <ul style="list-style-type: none"> • Date Range • Specific Date • Year The date selector tool will change depending on your date search criteria. Select a date or date range.
Disaster complaints only	Select the checkbox to restrict your search results to only disaster-related complaints.
Disaster Name	Select the name of the disaster that the complaint is related to. Options are: <ul style="list-style-type: none"> • Katrina • Rita

The Submitter sub-tab

The **Submitter** sub-tab allows you to enter general search information about the individual that submitted the complaint.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the portal name and a user profile for Michael Boutwell. Navigation links for P&C Rates, Complaints, and Forms are present. The main navigation bar shows 'Outstanding Complaints', 'View Complaint', and 'Search/History'. The 'Search Criteria' section is expanded, showing a 'Complaint Info' sub-tab. The form contains various search fields: ID, Legacy Complaint Number, Date Filed (with a date range selector), Division, Filing Method, Status, Status Condition, Date Closed (with a date range selector), Recur Date (with a date range selector), Disposition, Recovery Amount, Interest Amount, Coverage Type, Consumer Complaint Reason, Complaint Reason, Date of Loss (with a date range selector), a checkbox for 'Disaster complaints only', and a Disaster Name dropdown. A 'New Search' button is at the bottom.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
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[Outstanding Complaints](#) | [View Complaint](#) | [Search/History](#)

Search Criteria (Click to hide...)

Complaint Info | Submitter | Insured | Insurance Info | Producer | Adjuster | Misc | Description | Signature

ID:

Legacy Complaint Number:

Date Filed: Date Range From: To:

Division:

Filing Method:

Status:

Status Condition:

Date Closed: Date Range From: To:

Recur Date: Date Range From: To:

Disposition:

Recovery Amount:

Interest Amount:

Coverage Type:

Consumer Complaint Reason:

Complaint Reason:

Date of Loss: Date Range From: To:

☐ Disaster complaints only

Disaster Name:

The following information can be entered on the **Submitter** sub-tab:

Field	Meaning
Submitter Type	Select the type of individual that submitted the complaint from the drop-down box. Options are: <ul style="list-style-type: none">• Insured• Third Party• Beneficiary• Producer• Insurance Company• Attorney• Government Official• Departmental Investigation• Commissioner Referred
Prefix	Select the prefix of the submitter's name. For example, Mr. Mrs., Dr.
First Name	Enter the first name of the submitter.
Middle Name	Enter the middle name of the submitter.
Last Name	Enter the last name of the submitter.
Suffix	Enter the suffix of the submitter's name. For example, Jr. or IV.
Address 1	Enter the first line of the submitter's address.
Address 2	Enter the second line of the submitter's address, if applicable.
City	Enter the city of the submitter's address.
State	Select the state of the submitter's address from the drop-down box.
Zip	Enter the zip code/postal code of the submitter's address.
Email	Enter the submitter's email address.
Home Phone	Enter the submitter's home phone number.
Work Phone	Enter the submitter's work phone number.
Cell Phone	Enter the submitter's cell phone number.
Emergency Phone	Enter the submitter's emergency contact number.

The Insured sub-tab

The **Insured** sub-tab allows you to enter general search information about the individual that holds the insurance policy.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and a user profile for Michael Boutwell. Navigation links for P&C Rates, Complaints, and Forms are present. The main content area shows the 'Search Criteria' section with the 'Insured' sub-tab selected. The form contains various input fields for personal and contact information, as well as a 'New Search' button.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[Outstanding Complaints](#) | [View Complaint](#) | [Search/History](#)

Search Criteria (Click to hide...)

Complaint Info | Submitter | **Insured** | Insurance Info | Producer | Adjuster | Misc | Description | Signature

Organization:

Prefix (Mr./Ms.):

First Name:

Middle Name:

Last Name:

Suffix:

Address 1:

Address 2:

City:

State:

Zip:

E-Mail:

Home Phone:

Work Phone:

Cell Phone:

Emergency Phone:

SSN:

Driver's License:

Date of Birth: From: To:

Age Group:

The following information can be entered on the **Insured** sub-tab:

Field	Meaning
Organization	Enter the name of the organization that the insured belongs to.
Prefix	Enter the prefix of the insured's name. For example, Mr. Mrs., Dr.
First Name	Enter the first name or company name of the insured.
Middle Name	Enter the middle name of the insured.
Last Name	Enter the last name of the insured.
Suffix	Enter the suffix of the insured's name. For example, Jr. or IV.
Address 1	Enter the first line of the insured's address.
Address 2	Enter the second line of the insured's address, if applicable.
City	Enter the city of the insured's address.
State	Select the state of the insured's address from the drop-down box.
Zip	Enter the zip code/postal code of the insured's address.
Email	Enter the insured's email address.
Home Phone	Enter the insured's home phone number.
Work Phone	Enter the insured's work phone number.
Cell Phone	Enter the insured's cell phone number.
Emergency Phone	Enter the insured's emergency contact number.
SSN	Enter the insured's social security number.
Driver's License	Enter the insured's driver's license number.
Date of Birth	<p>Select the search criteria for the insured's date of birth from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Date Range • Specific Date • Year <p>The date selector tool will change depending on your date search criteria. Select a date or date range.</p>
Age Group	<p>Select the Age Group to which the individual belongs from the drop-down box. Options are:</p> <ul style="list-style-type: none"> • Under 25 • 25-49 • 50-64 • 65+

The Insurance Info sub-tab

The **Insurance Info** sub-tab allows you to enter general search information.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header bar is blue with the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below the header, the user is logged in as "Boutwell, Michael" with the text "This is a Test Company". The navigation bar includes links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". The "Complaints" link is highlighted. The main content area shows the "Search/History" tab selected. The "Search Criteria" section is expanded, showing the "Insurance Info" sub-tab. The form includes fields for "Employer Name", "Policy Number", and "Claim Number". It also has checkboxes for "Does the insured have an attorney?", "Is there any court action pending?", and "Has this problem been previously reported to our Office or any other Agency?". A text field for "If yes, to whom?" is present. A "New Search" button is at the bottom.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[Outstanding Complaints](#) | [View Complaint](#) | [Search/History](#)

Search Criteria (Click to hide...)

[Complaint Info](#) | [Submitter](#) | [Insured](#) | **[Insurance Info](#)** | [Producer](#) | [Adjuster](#) | [Misc](#) | [Description](#) | [Signature](#)

Employer Name:

Policy Number:

Claim Number:

Does the insured have an attorney?
☐ Yes

Is there any court action pending?
☐ Yes

Has this problem been previously reported to our Office or any other Agency?
☐ Yes

If yes, to whom?

[New Search](#)

The following information can be entered on the **Insurance Info** sub-tab:

Field	Meaning
Employer Name	Enter the name of the Employer if the insurance policy is through the employer.
Policy Number	Enter the policy number of the individual's insurance.
Claim Number	Enter the claim number associated with the complaint.
Does the insured have an attorney?	Select the Yes checkbox to limit your search results to individuals that are represented by an attorney for the incident of the complaint.
Is there any court action pending?	Select the Yes checkbox to limit your search results to individuals that are awaiting court action for the incident of the complaint.
Has this problem been previously reported to our Office or any other agency?	Select the Yes checkbox to limit your search results to individuals that reported the complaint at an earlier time.
If yes, to whom?	Enter the name of the individual to which the complaint had been reported.

The Producer sub-tab

The **Producer** sub-tab allows you to enter general search information about the producer that sold the insurance policy associated with the complaint.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the text "Louisiana Department of Insurance CRAFT Industry Portal" and a user identification area stating "This is a Test Company" and "Boutwell, Michael". Navigation links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout" are present. A secondary navigation bar contains "Outstanding Complaints", "View Complaint", and "Search/History". The "Search Criteria" section is expanded, showing tabs for "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer" (selected), "Adjuster", "Misc", "Description", and "Signature". The "Producer" tab contains various input fields: License Number, NPN, Last Name, First Name, Middle Name, Suffix, Agency, Address1, Address2, City, State (a dropdown menu), Zip, and Phone Number. A "New Search" button is located at the bottom of the form.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
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[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

[Outstanding Complaints](#) | [View Complaint](#) | [Search/History](#)

Search Criteria (Click to hide...)

Complaint Info | Submitter | Insured | Insurance Info | **Producer** | Adjuster | Misc | Description | Signature

License Number:

NPN:

Last Name:

First Name:

Middle Name:

Suffix:

Agency:

Address1:

Address2:

City:

State:

Zip:

Phone Number:

[New Search](#)

The following information can be entered on the **Producer** sub-tab:

Field	Meaning
License Number	Enter the license number of the producer.
NPN	Enter the National Producer Number of the producer.
First Name	Enter the first name of the producer.
Middle Name	Enter the middle name of the producer.
Last Name	Enter the last name of the producer.
Suffix	Enter the suffix of the producer's name. For example, Jr. or IV.
Agency	Enter the name of the agency that the producer is affiliated with.
Address 1	Enter the first line of the producer's address.
Address 2	Enter the second line of the producer's address, if applicable.
City	Enter the city of the producer's address.
State	Select the state of the producer's address from the drop-down box.
Zip	Enter the zip code/postal code of the producer's address.
Phone	Enter the producer's phone number.

The Adjuster sub-tab

The **Adjuster** sub-tab allows you to enter general search information about the adjuster associated with the complaint.

The screenshot shows the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, it says "This is a Test Company" and "Boutwell, Michael". There are three main navigation buttons: "P&C Rates", "Complaints" (which is highlighted), and "Forms". Below these are links for "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout".

The "Complaints" section has three tabs: "Outstanding Complaints", "View Complaint", and "Search/History" (which is active). Below the tabs is a "Search Criteria (Click to hide...)" section. This section contains a series of tabs: "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster" (which is active), "Misc", "Description", and "Signature".

The "Adjuster" tab contains the following fields:

- Adjuster Type:
- License Number:
- NPN:
- Last Name:
- First Name:
- Middle Name:
- Suffix:
- Company:
- Address1:
- Address2:
- City:
- State:
- Zip:
- Phone Number:

At the bottom of the "Adjuster" tab is a "New Search" button.

The following information can be entered on the **Adjuster** sub-tab:

Field	Meaning
Adjuster Type	Select a type of adjuster from the drop-down box. Options are: <ul style="list-style-type: none">• Claims Adjuster• Public Adjuster
License Number	Enter the license number of the adjuster.
NPN	Enter the National Producer Number of the adjuster.
Last Name	Enter the last name of the adjuster.
First Name	Enter the first name of the adjuster.
Middle Name	Enter the middle name of the adjuster.
Suffix	Enter the suffix of the adjuster's name. For example, Jr. or IV.
Company	Enter the name of the company that the adjuster is affiliated with.
Address 1	Enter the first line of the adjuster's address.
Address 2	Enter the second line of the adjuster's address, if applicable.
City	Enter the city of the adjuster's address.
State	Select the state of the adjuster's address from the drop-down box.
Zip	Enter the zip code/postal code of the adjuster's address.
Phone	Enter the adjuster's phone number.

The Misc sub-tab

The **Misc** sub-tab allows you to select various checkboxes to narrow your search results.

The screenshot displays the Louisiana Department of Insurance CRAFT Industry Portal. At the top, a blue header bar contains the text "Louisiana Department of Insurance" and "CRAFT Industry Portal". Below this, a grey bar shows the user's name "Boutwell, Michael" and a "Logout" link. To the right of the user information are three icons: "P&C Rates", "Complaints" (highlighted in blue), and "Forms". Below the icons is a navigation bar with links: "Return to Industry Access", "P & C Rates", "Complaints", "Forms", and "Logout". The main content area is titled "Search Criteria (Click to hide...)" and contains a tabbed interface. The tabs are "Complaint Info", "Submitter", "Insured", "Insurance Info", "Producer", "Adjuster", "Misc" (highlighted in orange), "Description", and "Signature". The "Misc" tab is active, showing a list of checkboxes under the heading "Check all that apply:". The checkboxes are: "Employed as Emergency Worker", "Has Seen Adjuster", "ALE Received or Expected", "Special Needs or Medical Condition", "Unsanitary or Unsafe Condition", and "Irreparable Weather Intrusion". Below the checkboxes is an "Other:" label followed by a text input field. At the bottom of the "Misc" tab is a "New Search" button.

Louisiana Department of Insurance
CRAFT Industry Portal

This is a Test Company
Boutwell, Michael

[Return to Industry Access](#) | [P & C Rates](#) | [Complaints](#) | [Forms](#) | [Logout](#)

Outstanding Complaints | View Complaint | Search/History

Search Criteria (Click to hide...)

Complaint Info | Submitter | Insured | Insurance Info | Producer | Adjuster | **Misc** | Description | Signature

Check all that apply:

- ☐ Employed as Emergency Worker
- ☐ Has Seen Adjuster
- ☐ ALE Received or Expected
- ☐ Special Needs or Medical Condition
- ☐ Unsanitary or Unsafe Condition
- ☐ Irreparable Weather Intrusion

Other:

New Search

The following checkboxes can be selected on the **Misc** sub-tab:

Field	Meaning
Employed as Emergency Worker	Select the checkbox to limit your search results to individuals that are employed as emergency workers.
Has seen Adjuster	Select the checkbox to limit your search results to individuals that have seen adjusters about the complaint.
ALE Received or Expected	Select the checkbox to limit your search results to individuals that have received or expect to receive an ALE.
Special Needs or Medical Condition	Select the checkbox to limit your search results to individuals that have special needs or a medical condition.
Unsanitary or Unsafe Condition	Select the checkbox to limit your search results to complaints that are associated with an unsanitary or unsafe condition.
Irreparable Weather Intrusion	Select the checkbox to limit your search results to complaints that are associated with an irreparable weather intrusion.
Other	Enter any other search terms.

The Description sub-tab

The **Description** sub-tab allows you to enter the **Complaint Description** and **Fair Resolution**.

The screenshot shows the Louisiana Department of Insurance CRAFT Industry Portal. The header includes the department name and the user's name, Michael Boutwell. Navigation links for P&C Rates, Complaints, Forms, and Logout are visible. The Complaints sub-tab is active, and the Description sub-tab is selected. The form contains two text input fields: Complaint Description and Fair Resolution. A New Search button is located at the bottom left of the form.

The following information can be entered on the **Description** sub-tab:

Field	Meaning
Complaint Description	Enter the description of the complaint entered by the individual that submitted the complaint.
Complaint Resolution	Enter how the individual submitting the complaint would like the complaint to be resolved.

The Signature sub-tab

The **Signature** sub-tab and allows you to filter by signed complaints and to select the search criteria for the date the application was received.

The screenshot shows the Louisiana Department of Insurance CRAFT Industry Portal. The user is logged in as Michael Boutwell. The main navigation bar includes links for P&C Rates, Complaints (active), and Forms. Below this, there are tabs for Outstanding Complaints, View Complaint, and Search/History. The Search Criteria section is expanded, showing various filters. The 'Signature' sub-tab is selected, displaying the 'Was a signature provided?' filter with 'Not Filtered' selected and 'Yes' as an option. Below this is the 'Date Received' filter with a 'Date Range' dropdown and 'From' and 'To' date pickers. A 'New Search' button is at the bottom.

The following information can be entered on the **Signature** sub-tab:

Field	Meaning
Was a signature Provided?	Select the Not Filtered radio button to indicate that you do not want your results filtered by this. Select the Yes radio button to indicate that you want your results filtered by signed complaints.
Date Received	Select the search criteria for the date the application was received from the drop-down box. Options are: <ul style="list-style-type: none"> • Date Range • Specific Date • Year The date selector tool will change depending on your date search criteria. Select a date or date range.